



RESTORE EXPERIENCE AMBASSADOR JOB DESCRIPTION

LOCATION:

Chicago, IL

GENERAL DESCRIPTION

The ReStore Experience Ambassador is a front-line ambassador for customer and brand experience for Habitat for Humanity Chicago ReStore.

ReStore is a home improvement center that accepts donated goods from businesses manufacturers, contractors, and the general public. Donations are then processed and sold at discounted prices to the general public. The store's operations generate funds to support Habitat Chicago. The current ReStore in Chicago is in the Sauganash neighborhood and is a 30,000 square foot facility making \$1.4M in annual sales, with a net of \$550K to local programs. Habitat Chicago plans to open a second ReStore in another Chicago neighborhood in the near future with plans for an additional 4-5 stores based on market demand and potential.

A ReStore Experience Ambassador reports to the ReStore Brand Experience Manager and collaborates with the ReStore Merchandiser and Experience Lead. The role is a crucial member of the Habitat for Humanity/ReStore Chicago team responsible for a memorable, engaging, and reputation building stakeholder experience with a high level of quality and satisfaction.

This is an opportunity for a solution driven, people-oriented person to directly contribute to Habitat's mission of building homes, communities, and hope. The ideal candidate is a supportive and enthusiastic verbal storyteller that possesses a positive, forward-looking mindset, is adaptable in a fast-paced atmosphere, works well with the public, and thrives on responsibilities that include:

- sustain a safe, well organized, growth-oriented, effective, and efficient operation that builds capacity for growth and a culture of continuous improvement.
- provide an open, safe, productive, learning, and transparent environment.
- nurture a positive and rewarding staff, volunteer, customer, and donor experience.
- eliminate friction and prevents chaos in an eventful, unpredictable, demanding, and fast pace environment.

Success in this position can provide you with the personal satisfaction that you are making a positive difference in the lives of others.

CORE RESPONSIBILITIES

Key Responsibility: Storytelling, Sales & Brand Experience (70%)

- Communicate the Habitat Chicago vision, ReStore Chicago mission, Habitat for Humanity story, related impact, and opportunities for engagement and support as a paramount message of the ReStore brand experience
- Perform retail sales duties including but not limited to, assisting customers, operating a point of sale (POS) system, opening and closing procedures, and following and ensuring compliance with established Habitat for Humanity Chicago and ReStore procedures and guidelines
- Learn and communicate product knowledge, pricing structures, policies, and other resources
- Achieve ReStore experiential goals for customers, donors, volunteers, staff, and other identified stakeholders at all touchpoints
- Build community and long-term relationships with new and existing stakeholders; work with staff to resolve customer situations ensuring alignment with core values and an exceptional experience
- Communicate with Brand Experience Manager and Merchandiser & Experience Lead to contribute suggestions, note issues that need to be addressed, and areas for improvement
- Project a team spirit as you engage and assist volunteers

Key Responsibility: Merchandising & Operations (30%)

- Maintain appropriate supply and merchandise stock levels, and merchandise displays
- Complete daily maintenance tasks to uphold a high standard of order and quality
- Work collaboratively with the operations team to ensure efficient movement of product from the donation dock to the sales floor
- In coordination with the Merchandiser & Experience Lead assist with merchandising, pricing, and markdown strategies to ensure achievement of sales volume targets; safety, and an efficient turn of product
- Assist the production process for all donation functions, inventory control, and adherence to the procedures for receiving/processing as required
- Participate in Safety & Quality Assurance walks in store to ensure customer, employee, and volunteer's safety.
- Help maintain a clean, organized, and sustainable working environment which attracts, retains, develops and motivates staff and volunteers
- Support ReStore team efforts to drive staff development, donations, sales, and profits to further Habitat Chicago's mission
- Support systems and technology solutions for daily operations that ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction
- Provide honest feedback and support to ensure continuous improvement in communication, productivity, efficiency, safety, and satisfaction

- Work collaboratively to integrate the ReStore Chicago team, operations, and programs with the broader Habitat Chicago organization and mission.
- Conduct fiscal inventory as required
- Assist with ReStore events
- Other tasks and responsibilities as directed by ReStore leadership

KNOWLEDGE, SKILLS & ABILITIES

- Maintain a “team first” outlook, supporting the success of the team and the mission in attitude, ideas, and actions; lead by example and with active, creative input for growing and improving the organization.
- Demonstrate initiative represented by a sense of urgency, energy, enthusiasm, attention to detail, and follow up
- Exceptional work ethic and track record of personal initiative and achievement
- Outstanding interpersonal and communications skills with individuals characterized by the ability to listen, speak and write well
- Adaptable in rapidly changing conditions; anticipating, addressing, and solving problems
- Demonstrated ability to learn the internal and external work of Habitat Chicago quickly to represent the mission accurately and persuasively to volunteers, donors, and prospects
- Demonstrated skill and knowledge of, or ability to learn quickly, the technology tools including Microsoft Outlook and point of sale platforms
- Kindness, patience, empathy, and humility, with a willingness to look chaos in the eye, and get down to the order of business
- Personal presence, projecting a professional image in speech, and demeanor in interactions with others
- Current authorization to work permanently in the United States

PREFERRED KNOWLEDGE, SKILLS & ABILITIES

- Bilingual, English & Spanish preferred

EDUCATION, EXPERIENCE

- Some college preferred
- Customer service experience, previous sales and merchandising experience preferred
- Personal volunteer experience

POSITION DETAILS

- **Hours:** Part-time, including weekends; evening events and meetings as required.
- **Supervises:** Volunteers
- **Environment:** The existing Habitat Chicago ReStore is located at 6040 N. Pulaski Rd. in Chicago. It is accessible by car or by public transit.
- **Conditions:** Ability to safely lift and position up to 25 pounds. The job entails occasional bending, kneeling and reaching, often in awkward or tiring positions. 90% of the time is fast-paced service and engaging customers.
- **Compensation:** \$14.50 hourly, plus benefits.
- **FLSA Status:** This position is non-exempt under the Fair Labor Standards Act (FLSA). The incumbent is eligible for overtime pay or compensatory time according to HFH Chicago policy. Further, the employee must submit timesheets that accurately reflect all hours worked.
- **Training:** The position will begin with an onboarding period to become familiar with the organization's work and policies; the new hire will be trained on the specifics of the role through a combination of in-person, online and written training and will be expected to take the initiative to review materials as needed and seek understanding of new developments in order to perform her/his responsibilities. Additionally, the successful candidate may be asked to attend training and certification programs as identified.

To Apply: Submit resume to helen.quach@habitatichicago.org with "ReStore Experience Ambassador – Your Name" in the subject line by 04/30/21. Successful applicants will be contacted for interviews. No phone calls please.

Successful Habitat team members share the following characteristics:

- **Trust:** You invest in your fellow team members, and you do what you say you will do. You thrive on constructive feedback and have a high level of integrity.
- **Commitment:** You have a "go above and beyond" attitude; nobody here works just for a paycheck.
- **Engagement:** You embrace bringing people to the Habitat mission.
- **Innovation:** You are a creative problem solver who works across teams.
- **Curiosity:** You express curiosity and reserve judgment.
- **Achievement:** You love results and hate excuses. You will help Habitat Chicago grow to be a leading organization.

Habitat for Humanity Chicago is an equal opportunity employer. This organization does not discriminate in employment and personnel practices on the basis of race, sex, age, handicap, religion, national origin or any other basis prohibited by applicable law.